Fig., page 1 of 64 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL
KIT, METHOD, AND COMPUTER PROGRAM
PRODUCT
John Kenneth Amick
Application number 09/556,439.

1   Calling party
     source telephone

2   PSTN
     Transport

3   Caller directly dials or
     is forwarded into
     Node or Hub
     equipment.

9   Remote
     destination
     telephone

4   Virtual network call processing system Node or HUB.

5   Handling and routing information from the network or Node
switch instructs the Node equipment to start the desired virtual
network call processing system application.

6   Appropriate greeting is played to the caller.

7   Caller may send, receive or manipulate a mixed-media
message.

8   Caller takes an action resulting in an out dial. In the absence
of an error condition the call is processed to a remote
destination telephone. During an error condition the error
handling mechanism processes the call to a virtual network call
processing system application comprising at least one software
application comprising at least one object / software construct.
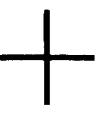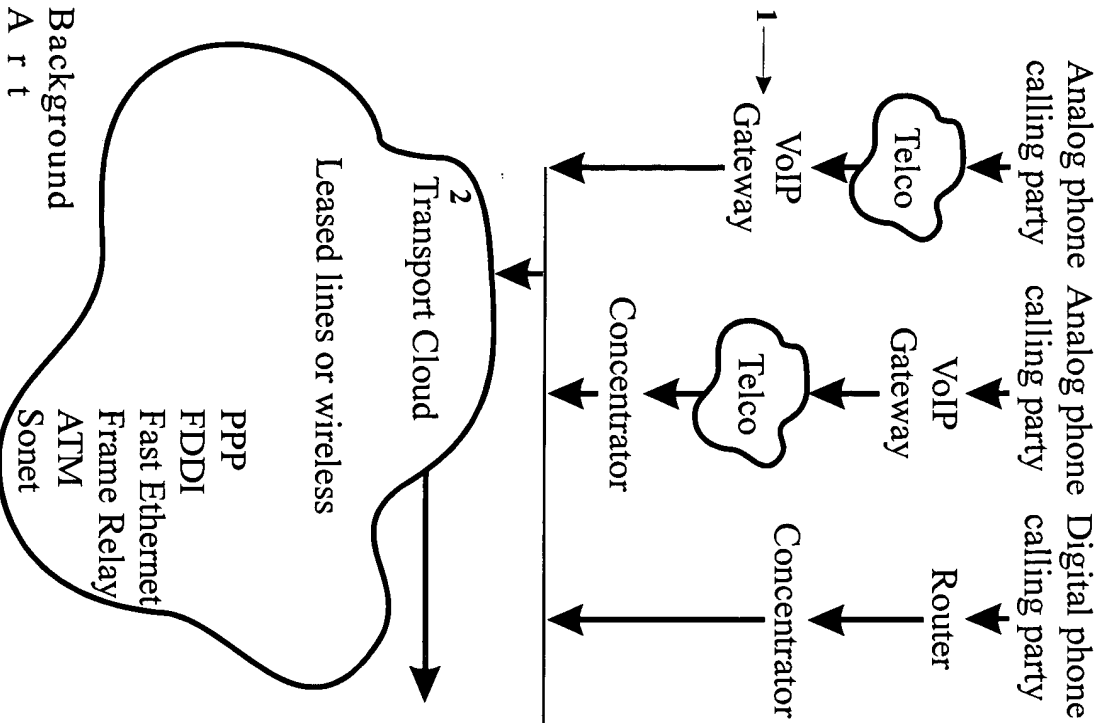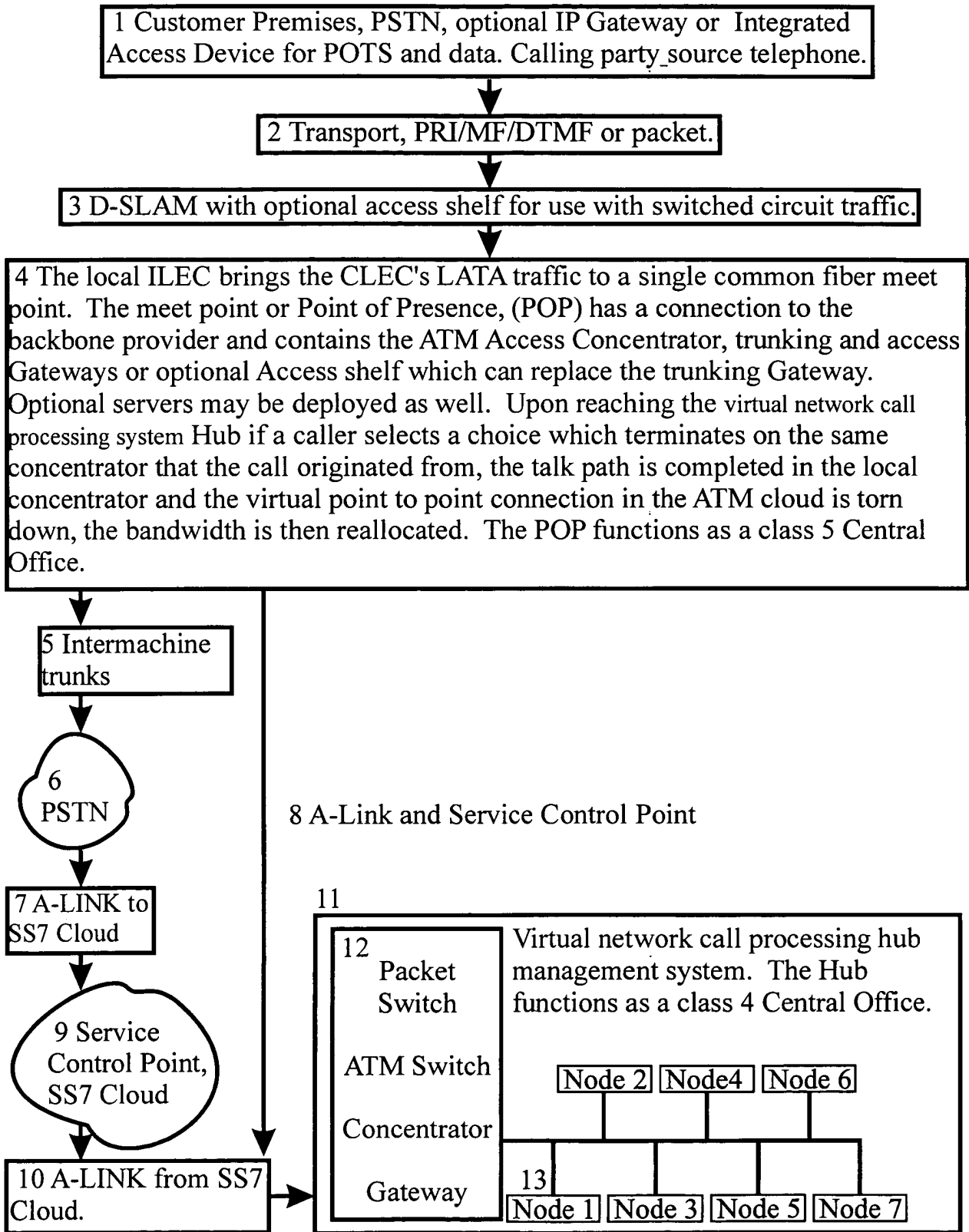
Background
Art

Fig., page 2 of 64 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL KIT,
METHOD, AND COMPUTER NETWORK PROGRAM PRODUCT
John Kenneth Amick
Application number 09/556,439.

Analog phone Analog phone Digital phone Source Source
calling party calling party calling party Computer Computer

1 ⟶
Gateway VoIP

Telco

VoIP
Gateway

Telco

Concentrator

Router

Concentrator

Router

Lan Server

Router

NISP, RISP
ISP or
ASP etc.

Telco

Source
Computer

2
Transport Cloud

Leased lines or wireless

PPP
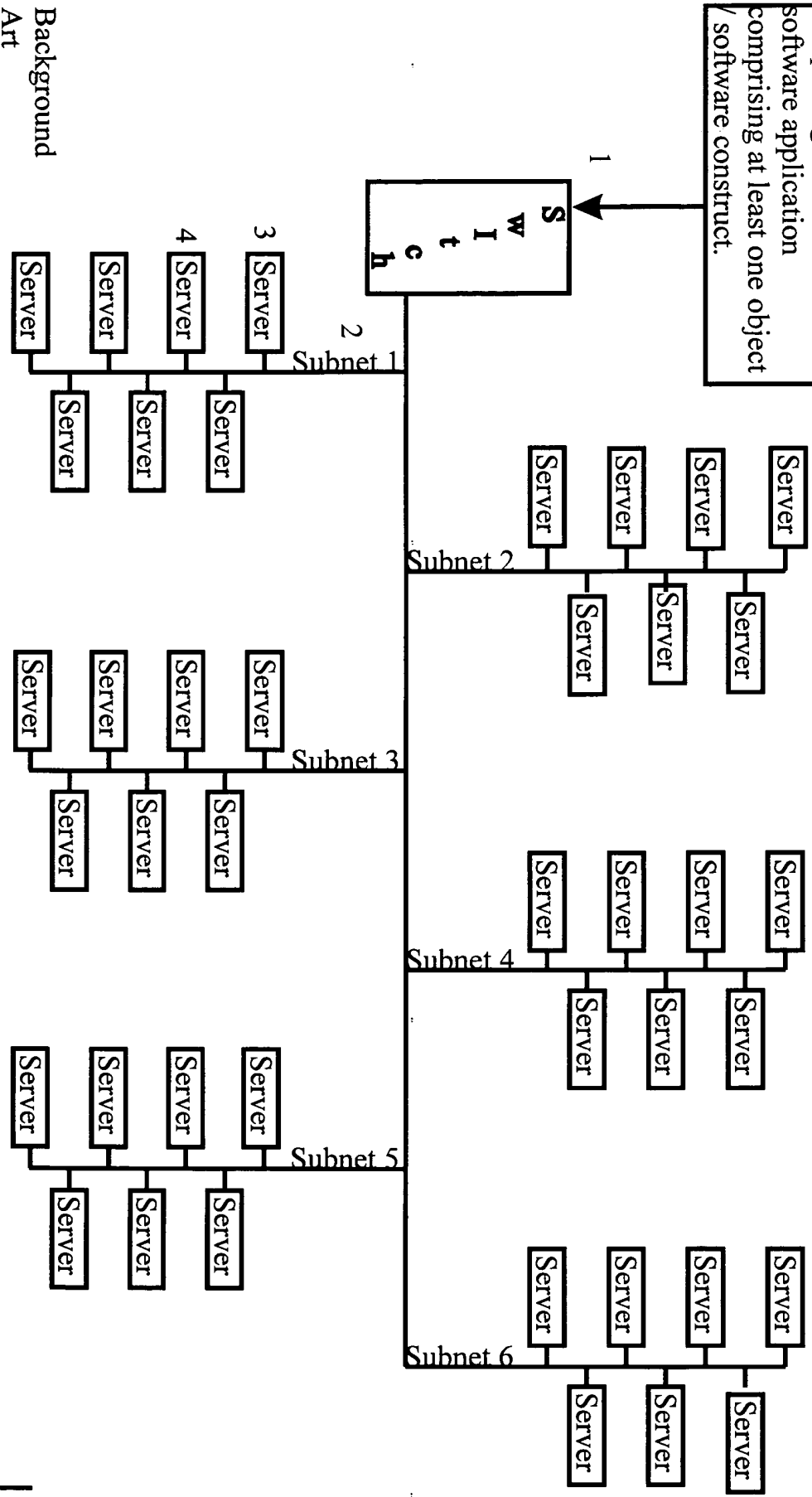FDDI
Fast Ethernet
Frame Relay
ATM
Sonet

Background
A r t

3 Virtual network call processing system Hub site.
4 ATM, Packet and optional Voice Switch, Gateways, Concentrators,
various subnets and servers that comprise a virtual network call
processing system Node or Hub.
5 User may send, receive or manipulate a mixed-media message
through the use of the called parties Virtual network call processing
system application.
6 User may place a call. In the absence of an error condition the call
is processed to a remote destination telephone. During an error
condition the call is processed to a Virtual network call processing
system application comprising at least one software application
comprising at least one object / software construct.

Fig., page 3 of 64 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL KIT,
METHOD, AND COMPUTER PROGRAM PRODUCT
John Kenneth Amick
Application number 09/556,43.

Replacement
sheet

1 Customer Premises, PSTN, optional IP Gateway or Integrated Access Device for POTS and data. Calling party_source telephone.

2 Transport, PRI/MF/DTMF or packet.

3 D-SLAM with optional access shelf for use with switched circuit traffic.

4 The local ILEC brings the CLEC's LATA traffic to a single common fiber meet point. The meet point or Point of Presence, (POP) has a connection to the backbone provider and contains the ATM Access Concentrator, trunking and access Gateways or optional Access shelf which can replace the trunking Gateway. Optional servers may be deployed as well. Upon reaching the virtual network call processing system Hub if a caller selects a choice which terminates on the same concentrator that the call originated from, the talk path is completed in the local concentrator and the virtual point to point connection in the ATM cloud is torn down, the bandwidth is then reallocated. The POP functions as a class 5 Central Office.

5 Intermachine trunks

6 PSTN

8 A-Link and Service Control Point

7 A-LINK to SS7 Cloud

11

12 Packet Switch

ATM Switch

Concentrator

Gateway

9 Service Control Point, SS7 Cloud

Virtual network call processing hub management system. The Hub functions as a class 4 Central Office.

Node 2 Node4 Node 6

13

10 A-LINK from SS7 Cloud.

Node 1 Node 3 Node 5 Node 7

Background Art

John Kenneth Amick
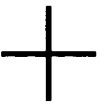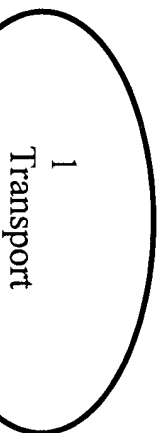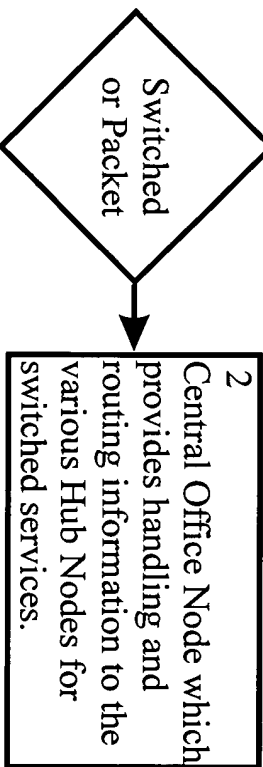Application number 09/556,439.

Background
Art

Handling and routing
information from the network
or Node switch instructs the
Node equipment to start the
desired virtual network call
processing system application
comprising at least one
software application
comprising at least one object
software construct.

1

S
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2

Subnet 1

Server
Server
4 Server
3 Server

Server
Server
Server

Subnet 2

Server
Server
Server
Server

Server
Server
Server

Subnet 3

Server
Server
Server
Server

Server
Server
Server

Subnet 4

Server
Server
Server
Server

Server
Server
Server

Subnet 5

Server
Server
Server
Server

Server
Server
Server

Subnet 6

Server
Server
Server
Server

Server
Server
Server

Fig., page 5 of 64 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL
KIT, METHOD, AND COMPUTER PROGRAM
PRODUCT
John Kenneth Amick
Application number 09/556,439.

Background
Art

1
Transport

Switched
or Packet

2
Central Office Node which
provides handling and
routing information to the
various Hub Nodes for
switched services.

4
ATM & Packet
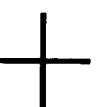switches,
Concentrators and
Gateways provide
routing to subnets
for packetized voice
and applications.

3
Optional; Node Voice Switch

After translation, the incoming digits match
phantom extension numbers in the numbering
plan of the switch.

The phantom extensions carrying digital
integration information are forwarded to a hunt
pilot number containing the digital extensions
used by the correct server which may call upon
various other servers in the subnet.

5
The information provided from
the appropriate switch starts
the correct application under
control of the objects /
software constructs.

6
Subnets with servers
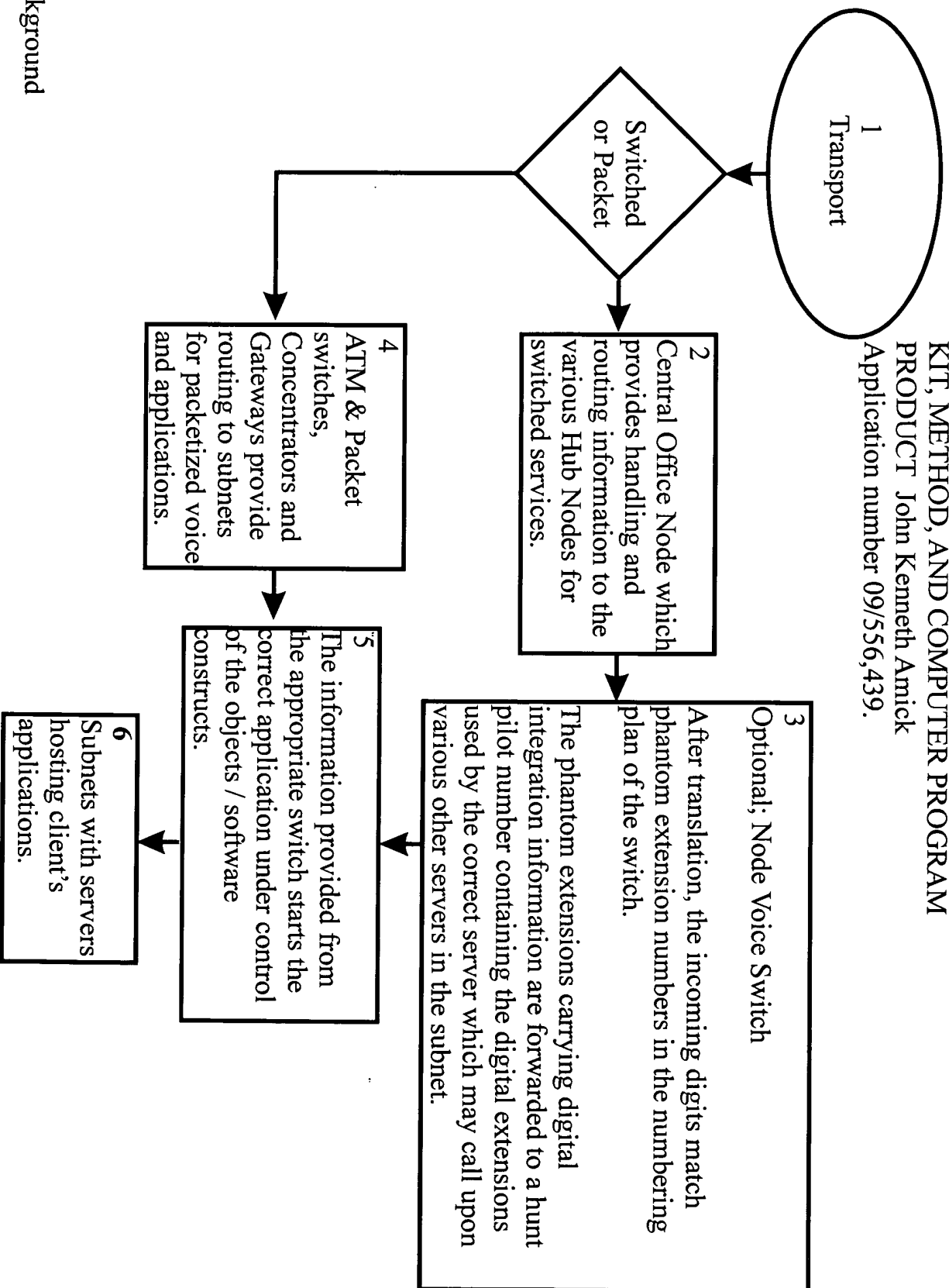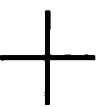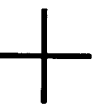hosting client's
applications.

Fig., Page 5 of 64 A VIRTUAL VOICE/COMPANY/OFFICE NETWORK TOOL KIT, METHOD, AND COMPUTER PROGRAM PRODUCT John Kenneth Amick Application number 09/556,439.
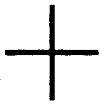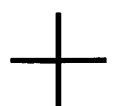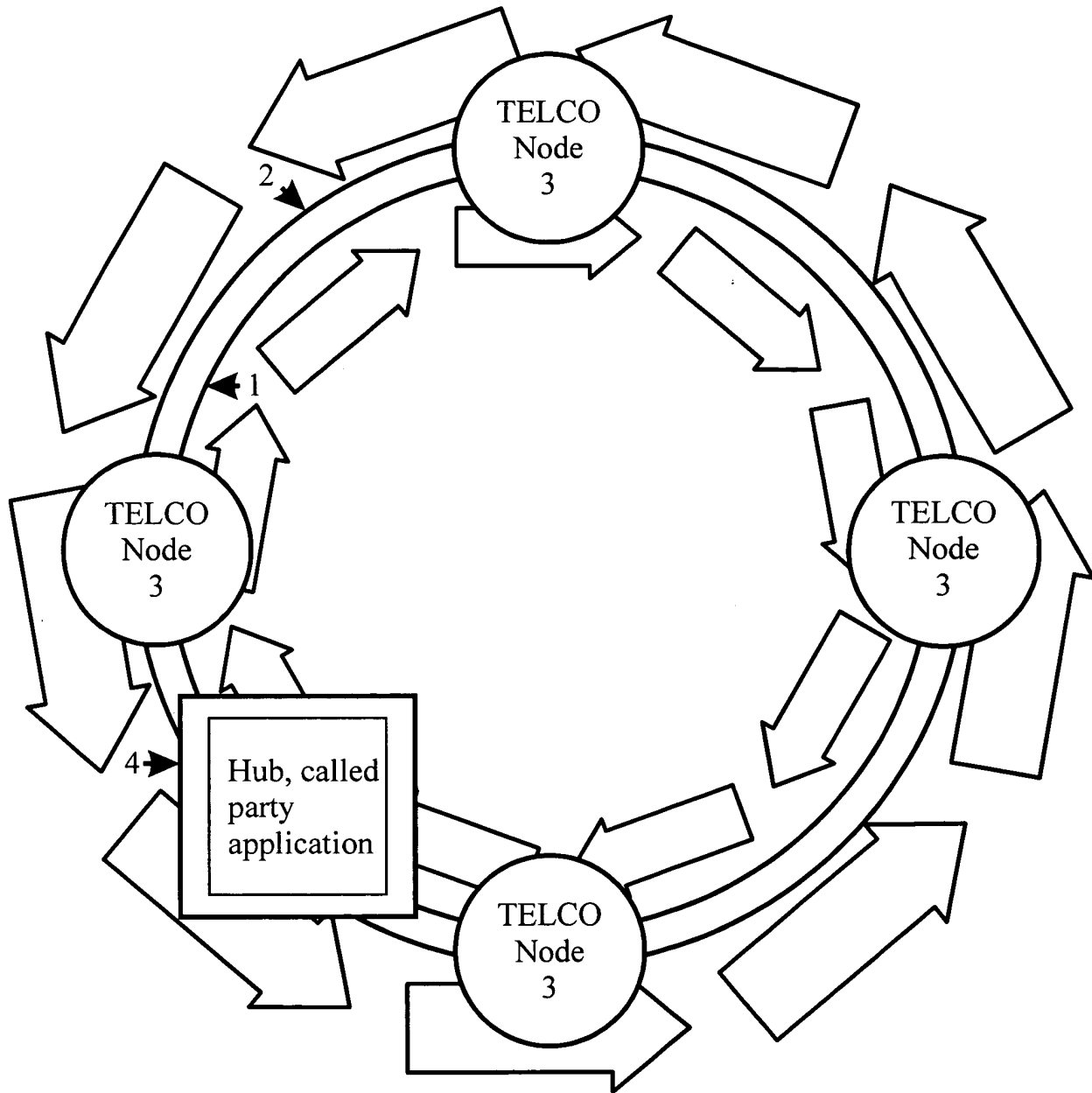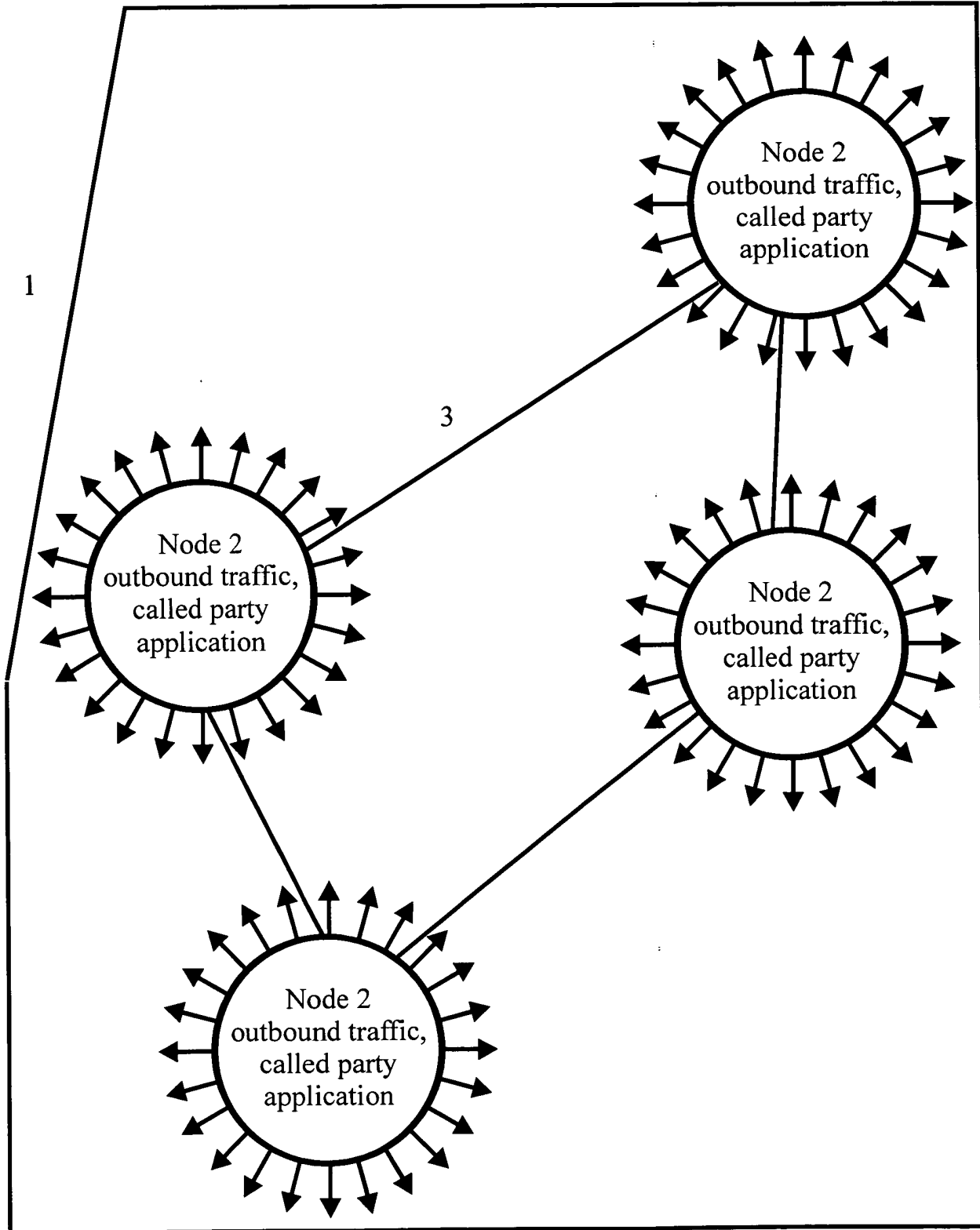
Background Art

1 Transport

Switched or Packet

2 Central Office Node which provides handling and routing information to the various Hub Nodes for switched services.

3 Optional; Node Voice Switch

After translation, the incoming digits match phantom extension numbers in the numbering plan of the switch.

The phantom extensions carrying digital integration information are forwarded to a hunt pilot number containing the digital extensions used by the correct server which may call upon various other servers in the subnet.

4 ATM & Packet switches, Concentrators and Gateways provide routing to subnets for packetized voice and applications.

5 The information provided from the appropriate switch starts the correct application under control of the objects / software constructs.

6 Subnets with servers hosting client's applications.

CO
PT

CO
PT

CO
PT

CO
Node

CO
PT

CO
PT

1 | Hub, called party application

Callers are muxed out to
the Hub by the local
TELCO CONode or
routed to a packet
switch and Gateways

3 | CO PT

CO PT

4 | CO Node local to Hub

CO
PT

CO
PT

CO
PT

CO
PT

CO
Node

Callers are
muxed in
or enter a
Gateway.
Packets are
ATM over
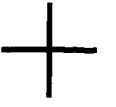Sonet.

CO
PT

2 | CO Node

Fig., Page 7 of 64 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK
TOOL KIT, METHOD, AND COMPUTER
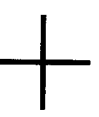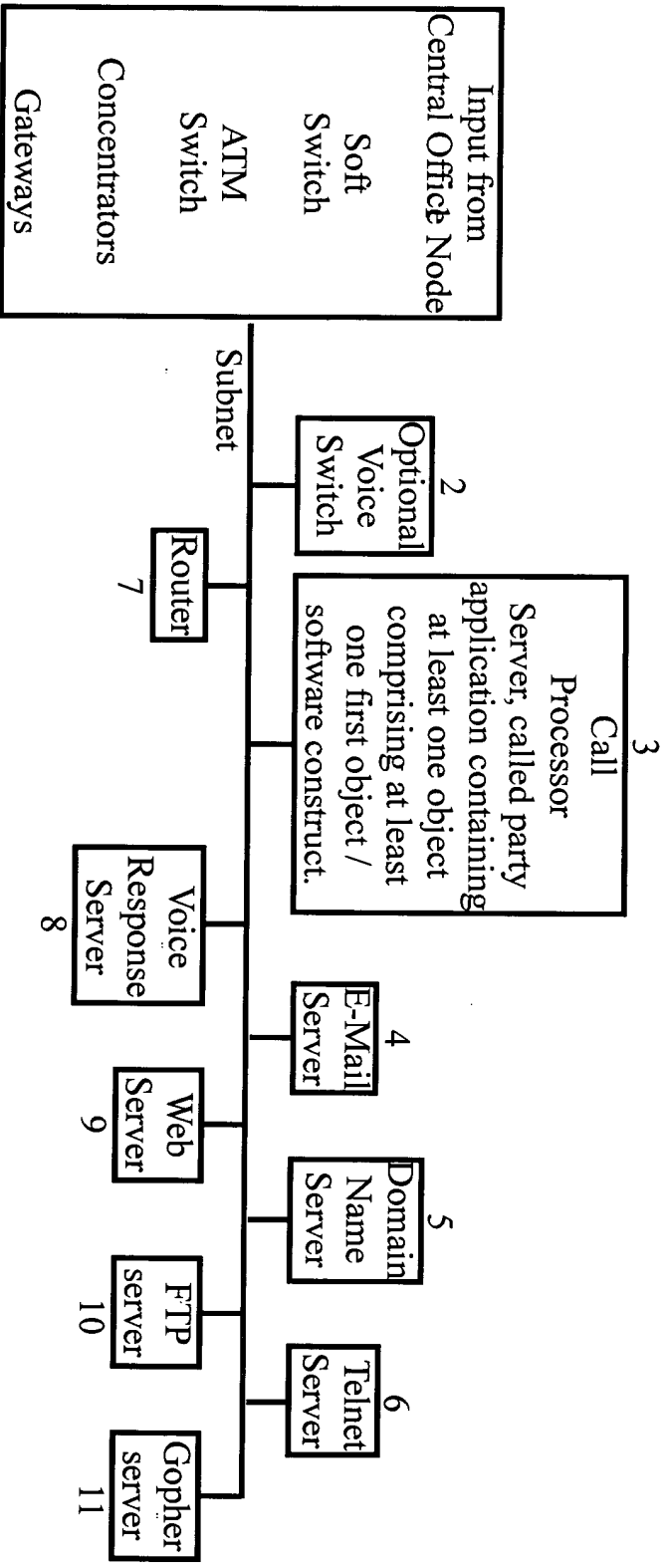PROGRAM PRODUCT John Kenneth Amick
Application number 09/556,439.

Replacement
sheet

TELCO
Node
3

2

1

TELCO
Node
3

TELCO
Node
3

4

Hub, called
party
application

TELCO
Node
3

Background Art

1

3

Node 2
outbound traffic,
called party
application

Node 2
outbound traffic,
called party
application

Node 2
outbound traffic,
called party
application

Node 2
outbound traffic,
called party
application

Background Art

Replacement sheet

Background
Art

Input from Central Office Node
Soft Switch
ATM Switch
Concentrators
Gateways

Subnet

Optional Voice Switch
2

Call Processor Server, called party application containing at least one object comprising at least one first object / software construct.
3

Router
7

Voice Response Server
8

E-Mail Server
4

Web Server
9

Domain Name Server
5

FTP server
10

Telnet Server
6

Gopher server
11

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL KIT, METHOD, AND COMPUTER
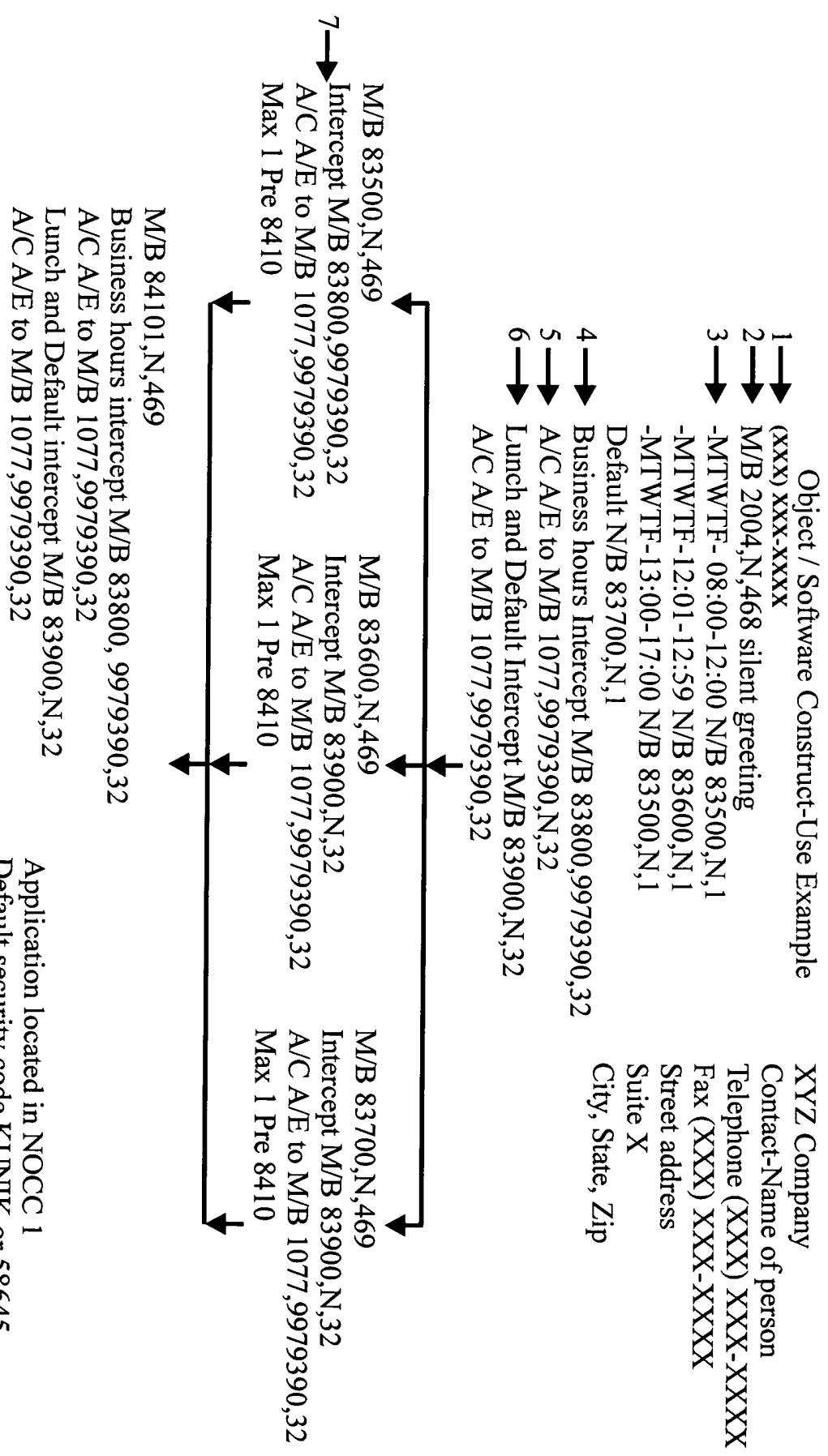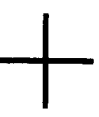PROGRAM PRODUCT John Kenneth Amick

Application number 09/556,439.

Object / Software Construct-Use Example

XYZ Company
Contact-Name of person
Telephone (XXX) XXX-XXXX
Fax (XXX) XXX-XXXX
Street address
Suite X
City, State, Zip

1→ (xxx) xxx-xxxx
2→ M/B 2004,N,468 silent greeting
3→ -MTWTF- 08:00-12:00 N/B 83500,N,1
      -MTWTF-12:01-12:59 N/B 83600,N,1
      -MTWTF-13:00-17:00 N/B 83500,N,1
      Default N/B 83700,N,1
4→ Business hours Intercept M/B 83800,9979390,32
5→ A/C A/E to M/B 1077,9979390,32
6→ Lunch and Default Intercept M/B 83900,N,32
      A/C A/E to M/B 1077,9979390,32

M/B 83500,N,469   M/B 83600,N,469   M/B 83700,N,469
7→ Intercept M/B 83800,9979390,32   Intercept M/B 83900,N,32   Intercept M/B 83900,N,32
A/C A/E to M/B 1077,9979390,32   A/C A/E to M/B 1077,9979390,32   A/C A/E to M/B 1077,9979390,32
Max 1 Pre 8410   Max 1 Pre 8410   Max 1 Pre 8410

M/B 84101,N,469
Business hours intercept M/B 83800, 9979390,32
A/C A/E to M/B 1077,9979390,32
Lunch and Default intercept M/B 83900,N,32
A/C A/E to M/B 1077,9979390,32

Application located in NOCC 1
Default security code KUNIK or 58645
Voice Doreen Panico, User transfer on all trunks.
Call forward ring no answer on all trunks

Background
Art

FIG 10

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 0

Unassigned D.I.D. mailboxes. NOTE: A silent D.I.D. mailbox greeting must be recorded.

Non-area code specific Object.

Description:

The number of a mailbox placed in this Object matches the number that will be received by the Call Processor Portion of the Node or Hub after any and all translations are accomplished. This number is generated when a caller reaches a telephone number issued to a customer. As numbers in Object 0 are not currently issued but are defined and can still be reached from the outside world, they are kept in Object 0. When one of these numbers is dialed, the following recording is played: "You have reached an unassigned telephone number, please hang up and try again." No input is accepted from the caller. No message is taken which prevents unwanted messages such as those left by automatic dialers from consuming storage. The caller hears, "Goodbye" and is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

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A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 1

Company greetings, no associated extension or telephone number, no messages may be recorded. Play greeting twice and disconnect.

Non-area code specific Object.

Description:

The caller hears a recorded message and may enter an extension number or select a menu choice. No numbers are dialed automatically upon a caller reaching this mailbox. If the caller takes no action, the greeting is played twice and the caller is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art   +

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct/ as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 2

Disconnect from caller. Play silent greeting and hang up. No input is accepted from the caller.

Non-area code specific Object.

Description:

Commonly used as part of a configuration where there is a need to play a recording and while the recording is being played, allow the user to take an action such as entering an extension number or making a choice. If no selection or choice is made after the recording is played, there is a moment of silence while the caller is moved to a mailbox and placed in Object 2 where they may or may not hear a second recording depending on the application desired. No input is accepted from the caller. After the moment of silence or the second recording is played, the caller is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

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A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 3

Company greetings, no associated extension or telephone number, no messages may be recorded. Play greeting and disconnect.

Non area code specific Object.

Description:

The caller hears a recorded message and may enter an extension number or select a menu choice. If the caller takes no action, the caller is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

     OBJ/SC/COS 4

        Object dedicated to one of a kind, client specific application.

        Description:

        The caller hears a recorded message and may enter an extension number or select a menu choice. If the caller takes no action, the caller is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art   +

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

       OBJ/SC/COS 5

            Voice Response Server prompt mailboxes.

            Store recordings used by the Voice Response Server.

            Description:

            Store recordings used by the Voice Response (IVR) portion of the Node or Hub.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

+

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 6

Pilot mailbox for Voice Response Server message pool.

Store recordings used by the Voice Response (IVR) Server application processor.

Description:

The lead mailbox number of a list of mailboxes responsible for the storage of application controlled messages.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

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A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 7

Fax only with voice annotation.

Non-area code specific Object.

Description:

Any mailbox placed in this Object will accept only a fax with or without voice annotation. User input is accepted.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

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A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 8

Voice Response Server Error mailbox.

Store error recording used by the Voice Response Server (IVR) application processor.

Description:

Any mailbox placed in this Object is an error-handling mailbox for the Voice Response Server (IVR) portion of the POP or NOCC. User input is accepted.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

       OBJ/SC/COS 9

            Fax on demand. Prints the first fax in each mailbox.

            Non-area code specific Object.

            Description:

            Prints only the first fax stored in a mailbox placed in this Object.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

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A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 10

Application Processor control.

Non-area code specific Object.

Description:

Takes the caller to Application Processor Control. A caller who reaches a mailbox in this Object is provided services by the Voice Response Server (IVR) application associated with that mailbox which acts as a call identification number.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 11

Plays greeting once; after greeting plays, use extension number for next mailbox.

Non-area code specific Object.

Description:

Normally used to play a recording once which may give the caller enough time to take an action such as dialing an extension or selecting a choice. After greeting plays or if the caller takes no action, the caller is moved to a different part of the application. Also used as a way to rapidly and automatically move a caller from one mailbox to another.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

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A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 12

Play greeting twice; after greeting plays, use extension number for next mailbox.

Non-area code specific Object.

Description:

Normally used to play a recording twice, which may give the caller enough time to take an action such as dialing an extension or selecting a choice. After greeting plays or if the caller takes no action, the caller is moved to a different part of the application. Also used as a way to rapidly and automatically move a caller from one mailbox to another.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 13

Block access to system distribution pilot numbers.

Non-area code specific Object.

Description:

Access to a distribution list whose pilot number is placed in this Object is restricted to users with special mailbox programming.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
Art

+

A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a
GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 14

Fax overflow mailboxes (M/Bs)

Non-area code specific Object.

Description:

Used to provide a "fax store and forward" service to a client. When a fax machine on
the client's premise is busy or no answer, the caller is forwarded to a mailbox in this
Object that provides fax tone, takes a fax, and repeatedly attempts to deliver the fax
back to the originally called fax machine until successful.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

Background
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KIT, METHOD, AND COMPUTER
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 15

Call number first before playing greeting, record message option. Offsite only if urgent. May receive fax.

Object dedicated to one of a kind, client specific application.

Description:

Ring an extension, if busy or no answer, play a greeting, take a message, and activate "offsite message waiting" if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 16

Call number first before playing greeting, record message option. Station has multiple mailboxes, ask before connecting. Offsite only if urgent. May receive fax.

Object dedicated to one of a kind, client specific application.

Description:

Ring a phone, if answered announce the call, if busy or no answer, play a greeting, take a message and activate "off site message waiting" if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 17

"Greeting on" stops numbers from being dialed, record message option. Offsite only if urgent. May receive fax.

Object dedicated to one of a kind, client specific application.

Description:

Recording a greeting and turning the greeting on stops the extension number associated with a mailbox in this Object (if one exists) from being dialed. Mailbox will take a message and activate "off site message waiting" if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting, the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 18

Professional voice.

Object dedicated to one of a kind, client specific application.

Description:

Along with the normal features and functions given most users, a Mailbox placed in
this Object has the privilege of being able to name mailboxes. Recording a greeting
and turning the greeting on stops the extension number associated with a mailbox in
this Object (if one exists) from being dialed. While listening to the greeting the caller
may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 19

Forms.

Object dedicated to one of a kind, client specific application.

Description:

This Object provides specific clients with an application that asks a series of questions
one at a time and records the answers the caller gives in their own voice. After the
questions are asked, the caller is given the option of reviewing their answers and re-
recording them if so desired. Upon acceptance of the answers by the caller, the
answers to the questions are placed in a mailbox specified by the client for further
action.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 21

Page every time a message is left.

Object dedicated to one of a kind, client specific application.

Description:

When placed in this Object, a mailbox with an internal extension will activate a pager every time a message is left during user specified time periods. Recording a greeting and turning the greeting on stops the extension number associated with a mailbox in this Object (if one exists) from being dialed. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

<u>Object/Software ConstructClass of Service Documentation:</u>

OBJ/SC/COS 30

Local call, call number first before playing greeting, record message option.

Non-area code specific Object.

Description:

A mailbox placed in this Object will call an external telephone number without dialing an area code and if not answered, will play a greeting and record a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 31

Local call, call number first before playing greeting, record message option. Station has multiple mailboxes; ask before connecting.

Non-area code specific Object.

Description:

Dial a telephone number without dialing an area code; if answered, announce the call; if busy or no answer, play a greeting and take a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 32

Local call, "greeting on" stops numbers from being dialed, record message option.

Non-area code specific Object.

Description:

Recording a greeting and turning the greeting on stops the telephone number associated with a mailbox in this Object (if one exists) from being dialed. When the user turns off the greeting, a mailbox placed in this Object will ring a phone without dialing an area code. The mailbox will take a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

      OBJ/SC/COS 33

          Local call, call number first before playing greeting, record message option. Offsite
          only if urgent. May receive fax.

          Non-area code specific Object.

          Description:

          Ring a phone without dialing an area code, if busy or no answer, play a greeting and
          take a message. Mailbox will take a message and activate "off site message waiting" if
          the caller marked the message urgent. In addition, a mailbox placed in this Object will
          accept a fax. While listening to the greeting, the caller may enter an extension number
          or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 34

Local call, call number first before playing greeting, record message option. Station has multiple mailboxes; ask before connecting. Offsite only if urgent. May receive fax.

Non-area code specific Object.

Description:

Ring a phone without dialing an area code. If answered, the call will be announced and the called party will be given the option to accept or reject the call. If busy or no answer, a greeting may be played and a message taken. Mailbox will take a message and activate "off site message waiting" if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting, the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a
GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 35

Local call, "greeting on" stops numbers from being dialed, record message option.
Offsite only if urgent. May receive fax.

Non-area code specific Object.

Description:

Recording a greeting and turning the greeting on stops the telephone number
associated with a mailbox in this Object (if one exists) from being dialed. When the
user turns off the greeting, a mailbox placed in this Object will ring a phone without
dialing an area code. Mailbox will take a message and activate "off site message
waiting" if the caller marked the message urgent. In addition, a mailbox placed in this
Object will accept a fax. While listening to the greeting, the caller may enter an
extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a
GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 36

Local call, blind transfer.

Non-area code specific Objects.

Description:

A mailbox in this Object will dial a telephone number without dialing an area code
and then perform a blind transfer. The caller may dial no numbers and no messages
may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a
GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 37

Local call, call number first before playing greeting, no messages, play greeting twice,
allow user to dial.

Non-area code specific Objects.

Description:

A mailbox in this Object will dial a telephone number without dialing an area code; if
busy or no answer, the greeting will play twice, the user will be allowed to dial an
extension or select a choice, no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 50

(305) area code call; call number first before playing greeting; record message option.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number. If the call is not answered; the mailbox will play a greeting and record a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 51

(305) area code call; call number first before playing greeting; record message Option. Station has multiple mailboxes; ask before connecting.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number. If answered, it will announce the call; if busy or no answer, it will play a greeting and take a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 52

(305) area code call; "greeting on" stops numbers from being dialed; record message option.

Area code specific Objects.

Description:

Recording a greeting and turning the greeting on stops the telephone number associated with a mailbox in this Object (if one exists) from being dialed. When the greeting is turned off by the user, a mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number. The mailbox will take a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 53

(305) area code call; call number first before playing greeting; record message option; offsite only if urgent; may receive Fax.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number. If busy or no answer, play a greeting and take a message. Mailbox will take a message and activate "off site message waiting notification" if the message was marked urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 54

(305) area code call; call number first before playing greeting; record message option. Station has multiple mailboxes; ask before connecting. Offsite only if urgent. May receive Fax.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number. If answered, the call will be announced and the called party will be given the option to accept or reject the call. If busy or no answer, a greeting may be played and a message taken. Mailbox will take a message and activate "off site message waiting if the message was marked urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 55

(305) area code call; call number first before playing greeting; record message option. Station has multiple mailboxes; ask before connecting. Offsite only if urgent. May receive Fax.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number. If answered, the call will be announced and the called party will be given the option to accept or reject the call. If busy or no answer, a greeting may be played and a message taken. Mailbox will take a message and activate "off site message waiting if the message was marked urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 56

(305) area code call; blind transfer.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number and performing a blind transfer. No numbers may be dialed by the [[The]] caller and no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 57

(305) area code call; call number first before playing greeting; no messages; play greeting twice; allow user to dial.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number. If the number is busy or no answer, a greeting will play twice and the user will be allowed to dial an extension or select a choice; no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a
GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 455

Object dedicated to one-of-a-kind, client specific application.

Description:

Ring a phone without dialing an area code. If answered, the call will be announced and
the called party will be given the option to accept or reject the call. If busy or no
answer, a greeting may be played and a message taken. Mailbox will take a message
and activate "off site message waiting" if the caller marked the message urgent. In
addition, a mailbox placed in this Object will accept a fax. While listening to the
greeting the caller may enter an extension number or select a choice.

This Object provides a special dynamic call blocking service to the company. When a
caller enters a universal port they are given a numeric value that stays with them for the
duration of the call. The caller may only reach an Object with the same numeric value
or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 456

Object dedicated to one-of-a-kind, client specific application.

Description:

Takes the caller to Application Processor Control. A caller that reaches a mailbox in this Object is taken to the IVR application associated with that mailbox which acts as a call identification number.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 457

(800) area code.

Object dedicated to one-of-a-kind, client specific application.

Description:

A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number. If answered, it will announce the call; if busy or no answer, it will play a greeting and take a message. While listening to the greeting the caller may enter an extension number or select a choice.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

<u>Additional Examples of Objects/Software Constructs:</u>

OBJ/SC/COS 458

Object dedicated to one-of-a-kind, client specific application.

Description:

Recording a greeting and turning the greeting on stops the telephone number associated with a mailbox in this Object (if one exists) from being dialed. When the user turns off the greeting, a mailbox placed in this Object will ring a phone without dialing an area code. Mailbox will take a message. While listening to the greeting the caller may enter an extension number or select a choice.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background
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A VIRTUAL VOICE/COMPANY/OFFICE
NETWORK TOOL
KIT, METHOD, AND COMPUTER
PROGRAM PRODUCT
John Kenneth Amick
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 459

Object dedicated to one-of-a-kind, client specific application.

Used to automatically move callers to different parts of an application.

Description:

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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<u>Additional Examples of Objects/Software Constructs:</u>

       OBJ/SC/COS 460

            Object dedicated to one-of-a-kind, client specific application.

            Used to automatically move callers to different parts of an application.

            Description:

            This Object provides a special dynamic call blocking service to the company.
            When a caller enters a universal port they are given a numeric value that stays with
            them for the duration of the call. The caller may only reach an Object with the same
            numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 462

Object dedicated to one-of-a-kind, client specific application.

Description:

Plays an announcement twice and hangs up.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

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Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 463

Object dedicated to one-of-a-kind, client specific application.

Description:

Ring a phone without dialing an area code; if answered, announce the call; if busy or *no answer*, play a greeting and take the caller to a specific location in the client's configuration. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 464

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides a specific client with an application that asks a series of questions one at a time and records the answers that a caller gives in their own voice. After the questions are asked, the caller is given the option of reviewing their answers and re-recording them of so desired. Upon acceptance of the answers by the caller, the answers to the questions are placed in a mailbox specified by the client for further action.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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GUI interface or proprietary high level command line language may be used to program the following
Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

      OBJ/SC/COS 465

          Object dedicated to one-of-a-kind, client specific application.

          Description:

          This Object provides a specific customer with an application that asks a series of
          questions one at a time and records the answers that a caller gives in their own voice.
          After the questions are asked, the caller is given the option of reviewing their answers
          and re-recording them if so desired. Upon acceptance of the answers by the caller, the
          answers to the questions are placed in a mailbox specified by the client for further
          action.

If a programming language other than C, C++, Visual C++, or other high level command line language
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Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 468

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides time of day control so callers hear different appropriate recordings at different times of day.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 469

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides time of day control so callers who press a "0" for the operator will be moved to different mailboxes during different times of day and after hours. One mailbox will ring a phone without dialing an area code; if answered, announce the call; if busy or no answer, play a greeting and take a message. The other mailbox takes a message without dialing a phone (normally used after hours or during lunch). While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 472

Object dedicated to one-of-a-kind, client specific application.

Description:

A mailbox placed in this Object has an intercept that can be controlled by time of day.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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Additional Examples of Objects/Software Constructs:

     OBJ/SC/COS 473

         (718) area code; blind transfer.

         Area code specific Objects.

         Description:

         A mailbox placed in this Object will dial a "1" and the above area code before calling an external telephone number and performing a blind transfer. The caller may dial no numbers and no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 474

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides time of day control so callers hear different appropriate recordings
at different times of day.

If a programming language other than C, C++, Visual C++, or other high level command line language
is used, adjust the programming as required to program each Object/Software Construct.

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<u>Additional Examples of Objects/Software Constructs:</u>

OBJ/SC/COS 475

Object dedicated to one-of-a-kind, client specific application.

Description:

The caller hears a recorded message and may enter an extension number or select a menu choice. No telephone numbers are dialed automatically upon a caller reaching this mailbox. If the caller takes no action, the greeting is played twice and the caller is dropped. A mailbox placed in this Object has a specific dedicated operator when a "0" is pressed.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 511

Ports level

Ports level Object.

This is a fail safe Object where callers are sent when there is no identifying number coming from the PBX portion of the [[Node]] POP or [[Hub]] NOCC. This Object also comes into play when the Call Processor portion of the [[Node]] POP or [[Hub]] NOCC doesn't know what else to do with the caller due to a software or ring cadence error. This Object contains the greetings that are played during different times of day and the operator's mailboxes that are used when a caller presses "0".

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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